

Vermont Mental Health Performance Indicator Project

Agency of Human Services, Department of Mental Health
103 South Main Street, Waterbury, Vermont 05671

MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani and Barbara Carroll

DATE: June 11, 2010

RE: 2009 Consumer Evaluation of CRT Programs (attached)

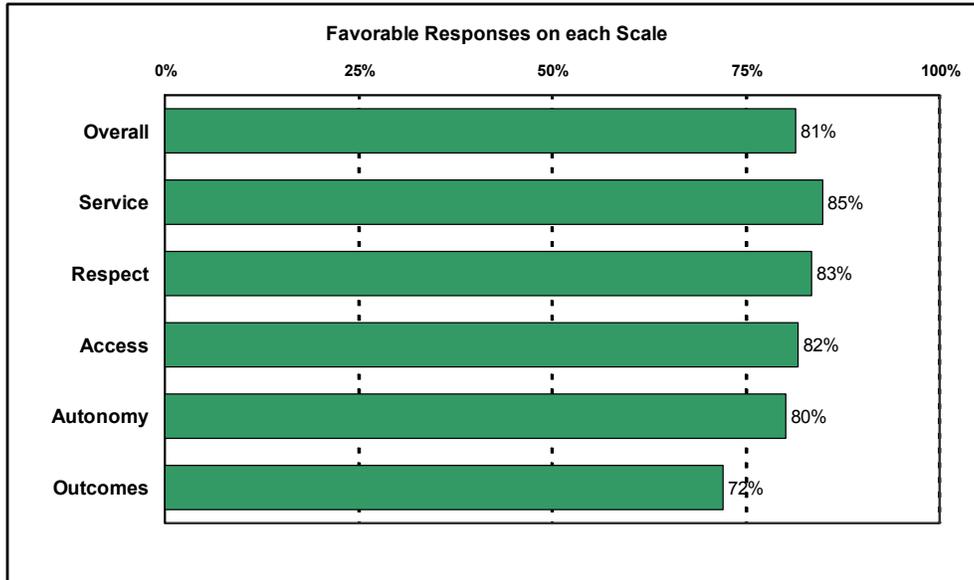
Attached to this week's PIP is an overview of findings of the 2009 Consumer Evaluation of Community Rehabilitation and Treatment (CRT) programs in Vermont. This overview was prepared for distribution to the 300+ CRT consumers who requested a summary of the findings when they responded to the survey.

The full report on the 2009 Consumer Evaluation of CRT programs in Vermont is available at <http://mentalhealth.vermont.gov/report/survey> . Findings from the 1997, 2000, 2003, 2006, 2007 and 2008 surveys of CRT consumer satisfaction are also available at the same website.

We look forward to your questions and comments about this report, and your suggestions for further analyses of these data. As always, we can be reached at pip@ahs.state.vt.us or 802-241-4049.

Executive Summary

Consumer Evaluation of Community Rehabilitation and Treatment Programs Vermont: FY2009



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The authors of this report thank all who have contributed to this project. The authors thank the consumers who took the time to evaluate and comment on the Community Rehabilitation and Treatment services provided by the ten designated agencies in Vermont. This work could not have been completed without the help of Melinda Murtaugh and Jessica Whitaker of the Vermont Department of Mental Health (DMH).

Copies of this report and other reports describing consumer and stakeholder evaluations of community mental health programs in Vermont are available online at: <http://mentalhealth.vermont.gov/report/survey>

Consumer Evaluation of Community Rehabilitation and Treatment Programs Vermont: FY2009

Community mental health services for consumers with severe and persistent mental illness in Vermont are provided by Community Rehabilitation and Treatment (CRT) Programs administered by ten designated agencies. The 2009 CRT survey is the seventh evaluation by consumers of CRT services provided by designated agencies in Vermont, following similar consumer surveys in 1997, 2000, 2003, 2006, 2007 and 2008.

The results of these surveys are used in conjunction with measures of program performance drawn from existing databases to provide a more complete picture of the performance of local CRT programs. The combined results of these evaluations allow consumers and other stakeholders to compare the performance of community-based mental health programs in Vermont, and to support local programs in their quality-improvement process.

The results of this survey should be considered in light of previous consumer- and stakeholder-based evaluations CRT programs in Vermont, and in conjunction with the results of consumer and stakeholder surveys that will be conducted in the future. These evaluations should also be considered in light of measures of access to care, service delivery patterns, service system integration, and treatment outcomes that are based on analyses of administrative databases. Many of these indicators are published in the annual Department of Mental Health (DMH) Statistical Reports and weekly Performance Indicator Project reports (PIPs), available at <http://mentalhealth.vermont.gov/report/pip>.

This approach to program evaluation assumes that performance is best understood on the basis of a variety of indicators that focus on different aspects of programs. This report focuses on one very important measure of the performance of Vermont's CRT programs, the subjective evaluations of the consumers who were served.

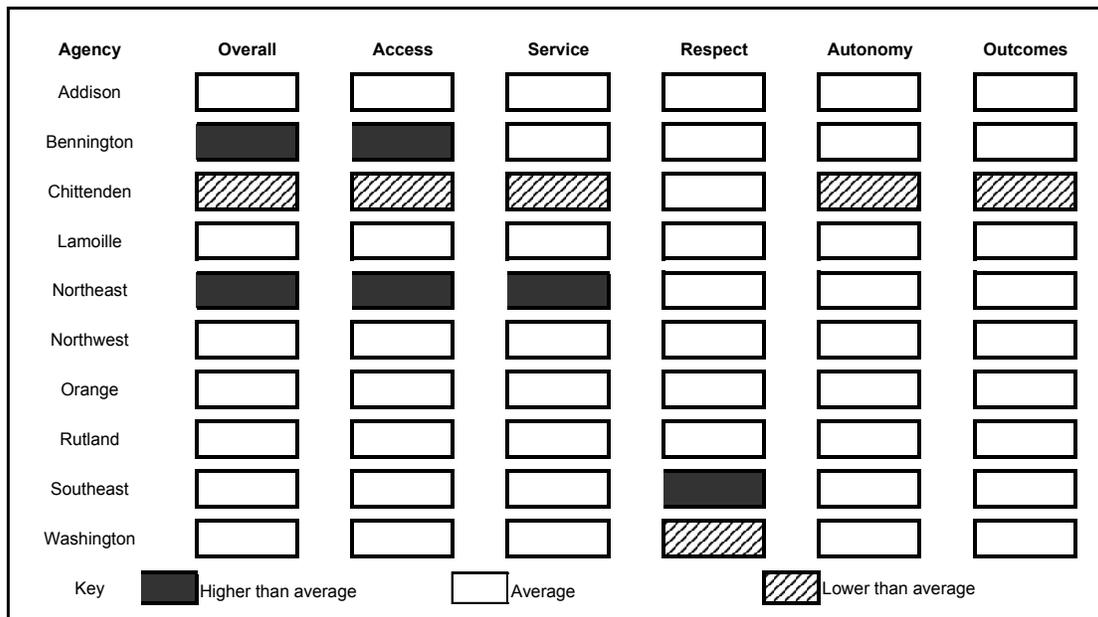
Overall Results

The majority of consumers served in FY2009 by CRT programs in Vermont rated their programs favorably. On the *overall* measure of program performance, 81% of respondents evaluated the programs positively. Some aspects of program performance, however, were rated more favorably than other aspects. The survey items related to *service* (85% favorable), *respect* (83% favorable), *access* (82% favorable) and *autonomy* (80% favorable) received more favorable responses than items related to *outcomes*, which received the least favorable responses (72%).

Differences among Agencies

In order to compare consumers' evaluations in 2009 of CRT programs in the ten designated agencies, scores on each of the six scales were compared to the statewide average for each scale. The results of the 2009 survey indicate that there were significant differences in consumers' evaluations of some of the state's ten CRT programs.

Favorable Consumer Evaluation of Community Rehabilitation and Treatment Programs: FY2009



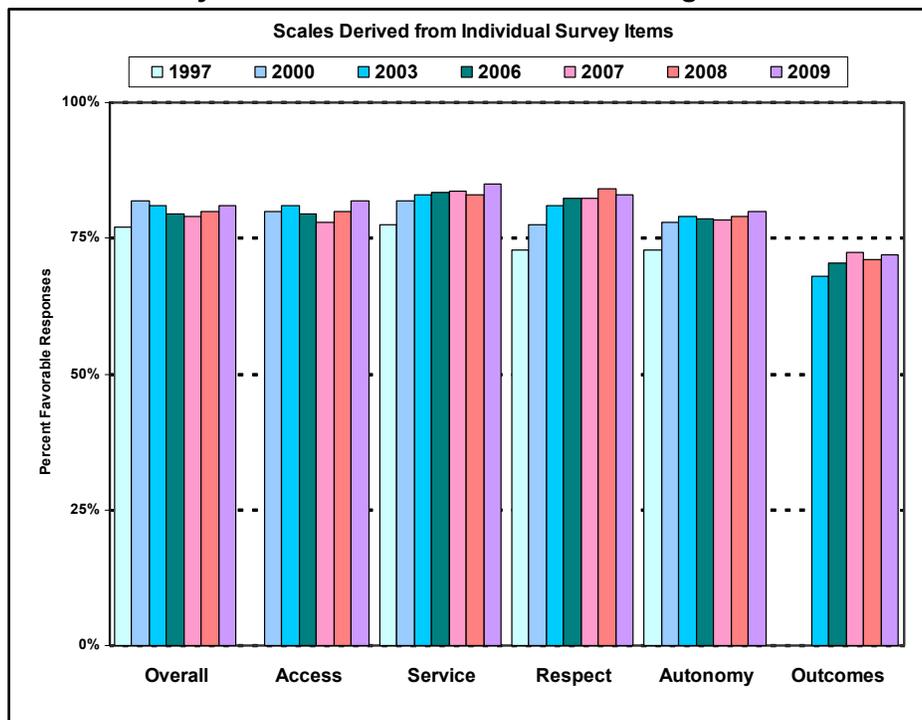
The CRT program in the Northeast Kingdom region received significantly higher scores than the statewide average on three of the six scales based on fixed-alternative items (*overall*, *access*, and *service*). The CRT program in the Bennington region received significantly higher scores than the statewide average on two of the six scales (*overall* and *access*). The CRT program in the Southeast region received significantly higher scores than the statewide average on one scale (*respect*). The CRT program in the Washington County region received significantly lower scores on one of the six scales based on fixed-alternative items (*respect*). The CRT program in the Chittenden County region received significantly lower scores on five of the six scales (*overall*, *access*, *service*, *autonomy*, and *outcomes*). Consumer evaluations of the CRT programs in the Addison, Lamoille, Northwest, Orange and Rutland regions were not significantly different from the statewide average on any of these scales.

The most favorably rated item was “*Staff treated me with respect,*” with 90% of consumers agreeing or strongly agreeing with that item. Other favorably rated aspects of care were “*Most of the services I get are helpful*” (88% favorable), “*Staff encourage me to adopt and maintain a healthy life style*” (87% favorable), “*Services are available at times that are good for me*” (87% favorable), and “*I like the services that I receive*” (87% favorable). The least favorably rated items were related to outcomes of treatment. Fifty-two percent felt that “*I do better at work and/or school.*” Sixty-two percent indicated that “*I feel I belong in my community,*” and 65% indicated that “*I do better in social situations.*”

Comparison with Previous Surveys

Statewide, scale scores for *respect* show steady increases from 1997 to 2009. There has been very little change in consumers’ evaluations of CRT programs in Vermont on any of the other scales.

Favorable Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont



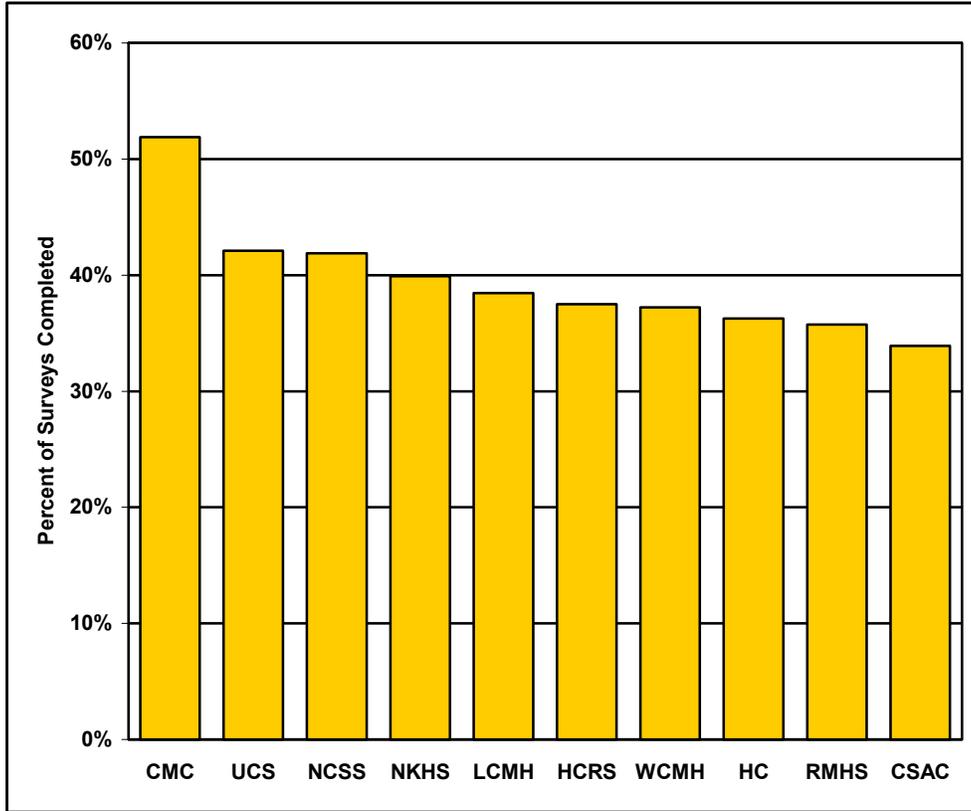
Methodology

In early September 2009, the Adult Unit of the Vermont Department of Mental Health (DMH) asked consumers to evaluate the Community Rehabilitation and Treatment (CRT) Programs for adults with serious mental illness in Vermont's ten designated agencies. A random sample of 75% of all consumers who received services from these programs during January through June of 2009 were sent questionnaires that asked for their opinion of various aspects of these services. A total of 732 consumers (39% of deliverable surveys) returned completed questionnaires.

The CRT survey consists of forty-four fixed-alternative questions and one open-ended question designed to provide information that would help stakeholders to compare the performance of CRT programs in Vermont. The survey instrument is based on the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey developed by a multi-state work group, with additional items that were added in response to input from Vermont stakeholders.

In order to facilitate comparison of Vermont's ten CRT programs, the consumers' responses to forty-four fixed-alternative items were combined into six scales. The scales focus on *Overall* consumer evaluation of program performance, and evaluation of program performance with regard to *Access*, *Service*, *Respect*, *Autonomy* and *Outcomes*. In order to provide an unbiased comparison across programs, survey results were statistically adjusted to remove the effect of dissimilarities among the client populations served by different designated agencies. All scale scores include measures of statistical significance at the 95% confidence level ($p < .05$). Additional comments about program performance were offered by 24% of respondents: 15% of respondents made positive comments only, 7% made negative comments only, and 2% made both positive and negative comments.

Response Rates by CRT Program in Vermont: FY2009



Region/Agency	Surveys		Response Rate
	Delivered	Completed	
Statewide	1,898	732	39%
CMC - Orange	106	55	52%
UCS - Bennington	114	48	42%
NCSS - Northwest	148	62	42%
NKHS - Northeast	238	95	40%
LCMH - Lamoille	78	30	38%
HCRS - Southeast	240	90	38%
WCMH - Washington	266	99	37%
HC - Chittenden	411	149	36%
RMHS - Rutland	179	64	36%
CSAC - Addison	118	40	34%

Favorable Responses to Individual Items by CRT Program in Vermont: FY2009 Ordered by Statewide Percent Positive Responses

	<u>Statewide</u>	<u>Addison</u>	<u>Bennington</u>	<u>Chittenden</u>	<u>Lamoille</u>	<u>Northeast</u>	<u>Northwest</u>	<u>Orange</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
25. <i>Staff treat me with respect.</i>	90%	97%	96%	84%	79%	95%	86%	87%	94%	91%	90%
23. <i>Most of the services I get are helpful.</i>	88%	95%	96%	82%	77%	93%	89%	84%	92%	84%	89%
28. <i>Staff encourage me to adopt and maintain a healthy life style.</i>	87%	97%	94%	83%	81%	90%	93%	92%	87%	87%	81%
8. <i>Services are available at times that are good for me.</i>	87%	93%	92%	84%	87%	89%	90%	84%	89%	93%	79%
1. <i>I like the services that I receive.</i>	87%	93%	92%	85%	77%	92%	85%	85%	91%	87%	84%
17. <i>Staff encourage me to take responsibility for how I live my life.</i>	86%	88%	100%	79%	87%	84%	94%	83%	92%	86%	85%
19. <i>Staff respect my wishes about who is, and is not, to be given information about my treatment.</i>	86%	93%	92%	82%	73%	89%	92%	85%	91%	84%	84%
24. <i>Staff I work with are competent and knowledgeable.</i>	86%	95%	94%	79%	73%	92%	90%	78%	86%	90%	83%
15. <i>Staff respect my rights.</i>	86%	90%	92%	82%	70%	89%	87%	83%	86%	87%	87%
14. <i>I have been given information about my rights.</i>	85%	87%	89%	79%	73%	88%	89%	82%	87%	88%	84%
21. <i>Staff are sensitive to my cultural background (race, religion, language, etc.).</i>	82%	90%	92%	82%	73%	80%	92%	73%	84%	83%	79%
26. <i>Staff help me to solve problems when they arise.</i>	82%	92%	87%	73%	81%	88%	86%	83%	89%	81%	77%
3. <i>I would recommend this agency to a friend or family member.</i>	82%	85%	94%	79%	60%	85%	85%	80%	75%	85%	84%
27. <i>Staff and services are responsive to my changing needs.</i>	81%	95%	87%	70%	67%	88%	88%	81%	86%	83%	78%
4. <i>The location of the services is convenient (parking, public transportation, distance, etc.).</i>	81%	75%	94%	78%	83%	82%	82%	91%	86%	82%	71%
11. <i>Staff believe that I can grow, change and recover.</i>	80%	93%	87%	75%	70%	88%	77%	83%	87%	79%	72%
9. <i>I am able to get the services I need.</i>	80%	89%	85%	71%	73%	87%	87%	76%	80%	84%	77%
12. <i>My questions about treatment and/or medication are answered to my satisfaction.</i>	80%	90%	92%	73%	67%	83%	84%	74%	85%	82%	77%
5. <i>Staff are willing to see me as often as I feel it is necessary.</i>	79%	78%	85%	72%	77%	85%	87%	76%	86%	85%	68%
13. <i>I feel free to complain.</i>	79%	87%	85%	74%	70%	84%	82%	71%	81%	83%	74%
2. <i>If I had other choices, I would still get services from this agency.</i>	79%	85%	85%	70%	63%	82%	84%	76%	79%	83%	80%
38. <i>I am better able to take care of my needs.</i>	78%	84%	83%	74%	73%	82%	86%	72%	84%	80%	70%
Average	77%	82%	84%	71%	70%	82%	81%	75%	82%	80%	73%

**Favorable Responses to Individual Items by CRT Program (continued)
Ordered by Statewide Percent Positive Responses**

	<u>Statewide</u>	<u>Addison</u>	<u>Bennington</u>	<u>Chittenden</u>	<u>Lamoille</u>	<u>Northeast</u>	<u>Northwest</u>	<u>Orange</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
29. <i>I deal more effectively with daily problems.</i>	78%	89%	83%	70%	73%	82%	83%	79%	86%	82%	71%
7. <i>Staff return my calls within 24 hours.</i>	78%	83%	81%	64%	83%	85%	87%	82%	86%	82%	70%
22. <i>Staff help me get the information I need so that I can take charge of managing my illness.</i>	78%	92%	88%	70%	67%	80%	87%	76%	84%	80%	69%
6. <i>I am satisfied with my progress in terms of growth, change and recovery.</i>	77%	74%	85%	77%	57%	80%	74%	76%	80%	82%	72%
16. <i>I am encouraged to use consumer run programs (support groups, drop-in centers, crisis lines etc).</i>	77%	74%	83%	74%	63%	78%	89%	78%	82%	80%	67%
30. <i>I am better able to control my life.</i>	75%	82%	76%	68%	69%	82%	81%	67%	83%	78%	74%
20. <i>I, not staff, decide my treatment goals.</i>	75%	78%	81%	71%	62%	79%	82%	80%	81%	81%	64%
37. <i>I do things that are more meaningful to me.</i>	75%	87%	87%	69%	69%	84%	74%	66%	84%	76%	65%
41. <i>I am happy with the friendships I have.</i>	73%	76%	73%	66%	63%	77%	79%	75%	75%	73%	76%
31. <i>I am better able to deal with a crisis.</i>	73%	76%	80%	67%	70%	74%	78%	67%	86%	80%	60%
44. <i>In a crisis, I would have the support I need from family or friends.</i>	72%	76%	80%	56%	67%	80%	71%	75%	87%	75%	74%
40. <i>I am better able to do things that I want to do.</i>	72%	74%	74%	63%	69%	81%	75%	73%	77%	74%	68%
10. <i>I am able to see a psychiatrist when I want to.</i>	72%	59%	87%	68%	80%	78%	73%	71%	78%	76%	60%
42. <i>I have people with whom I can do enjoyable things.</i>	71%	71%	83%	65%	48%	73%	78%	75%	82%	69%	68%
35. <i>My housing situation has improved.</i>	71%	79%	74%	61%	69%	77%	74%	71%	75%	76%	69%
32. <i>I am getting along better with my family.</i>	69%	61%	75%	61%	64%	80%	71%	55%	84%	74%	65%
39. <i>I am better able to handle things when they go wrong.</i>	68%	77%	72%	63%	74%	69%	66%	72%	74%	69%	60%
36. <i>My symptoms are not bothering me as much.</i>	67%	63%	67%	64%	72%	72%	69%	56%	72%	72%	67%
18. <i>Staff tell me what medication side effects to watch for.</i>	65%	68%	79%	60%	67%	74%	69%	64%	68%	62%	56%
33. <i>I do better in social situations.</i>	65%	78%	69%	57%	74%	65%	72%	61%	69%	72%	57%
43. <i>I feel I belong in my community.</i>	62%	74%	72%	53%	44%	65%	64%	56%	65%	61%	67%
34. <i>I do better at work and/or school.</i>	52%	50%	56%	39%	54%	60%	56%	50%	64%	65%	46%
Average	77%	82%	84%	71%	70%	82%	81%	75%	82%	80%	73%